

Government Labor Category Descriptions

<u>Position Title</u>	<u>Duties</u>	<u>Typical Education</u>	<u>Typical Experience</u>
Administrative Specialist	<ul style="list-style-type: none"> Provides office administration and secretarial support. Facilitate orderly office operations and onsite events. Monitor and order supplies. Receive and escort visitors to contractor's facility. 	High School Diploma or G.E.D.	3 years of experience in related office administration work.
Business Manager	<ul style="list-style-type: none"> Manages the contract's strategic, tactical, and daily performance of the contract's labor, capital, and expense spending programs. Implement, enhance, and maintain tools, controls, and processes to ensure appropriate cost justification and approval for spending. Manage the processes of budgeting, asset management, financial analysis, audit, procurement, payment and settlement processes in compliance with contemporary financial practices. Reports on financial performance to internal and government stakeholders. Identifies and resolves problems within assigned scope of responsibility. 	B.A. or B.S. degree. MBA or CPA Preferred.	12 years of experience, including 7 years of specialized experience with government contracting, financial reporting, and financial systems.
Business Process Re-engineering Specialist, Jr.	<ul style="list-style-type: none"> Knowledge of a range of business process improvement and business reengineering methods and principles. Analyze the effectiveness of current business processes within organizations in relation to defined, expected, or evolving requirements. Conduct interviews, facilitate workshops, gather customer requirements, and support development of improved business practices. Supports development of and delivers training curricula for customer orientation and use of new or upgraded application systems. 	B.A. or B.S. degree.	4 years of experience, including 2 years of specialized experience mapping user requirements to information technology systems.
Business Process Re-engineering Specialist, Sr.	<ul style="list-style-type: none"> Organize and lead studies and initiatives that depend on expertise in business process reengineering (such as gap analysis, process and workflow modeling, requirements mapping), change management, business management, and organization development. Assess current business processes within organizations and propose improvements based on best practices. Compile and synthesize customer requirements, draw valid conclusions from competing customer perspectives. Supports application systems customization using process analysis and workflow development. Develops and proposes logical business improvement opportunities consistent with NASA policy and practice, cost savings objectives, and open-system architecture objectives. Expertise in conducting interviews, leading and conducting requirements development workshops. Leads the development and delivery of training curricula for customer orientation and use of new or upgraded application systems. 	B.A. or B.S. degree.	7 years of experience, including 4 years of specialized experience defining user requirements for application to information technology development projects.

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Computer Programmer/Engineer, Jr.	<ul style="list-style-type: none"> • Designs and develops software solutions based upon well-defined client requirements. • Must be capable of using third- and fourth-generation or current state-of-the-art information technology equipment and languages or custom CASE tools as required to analyze system requirements and devise program logic for business, management, communication, tactical, and technical problems. • Develops technical documentation detailing project design parameters. • Supports the development of flowcharts and instructions for programs, develops general run diagrams, and process flowcharts. • Supports Senior Computer Programmer/Engineer as required. 	B.A. or B.S. degree.	4 years of computer programming experience, including at least 2 years of experience in IT system analysis and programming.
Computer Programmer/Engineer, Sr.	<ul style="list-style-type: none"> • Modifies existing software, develops special-purpose software to ensure efficiency and integrity between systems and applications. • Expertise and experience using third- and fourth-generation or current state-of-the-art information technology equipment and languages to develop and prepare diagrammatic plans for solutions to business, management, communications, tactical, and strategic problems. • Must be able to design detailed programs, flowcharts, and diagrams showing the mathematical computations and the sequence of machine operations necessary to copy and process data and print results. • Must be able to verify the accuracy and completeness of programs and systems. 	B.A. or B.S. degree.	7 years of computer programming experience, including at least 4 years of experience in system analysis and programming.
Computer Security Systems Specialist	<ul style="list-style-type: none"> • Analyzes and defines security requirements for contractually supported information technology systems, which may include client/server, web-based, workstations, personal computers and mobile devices. • Designs, develops, engineers, and implements solutions that meet government and NASA security requirements. Responsible for implementing system security solutions and for maintaining certification and accreditations. • Analyzes security system software issues, develops and leads implementation of security solutions. • Advises and supports the Information Technology Manager in sustaining and maintaining system security. • Advises on system acquisition requests from the perspective of security. 	B.A. or B.S. degree.	8 years of experience, including at least 5 years of experience defining computer security requirements for systems or high-level applications, evaluating approved security product capabilities, and developing proper computer system security solutions.
Data Warehouse Specialist	<ul style="list-style-type: none"> • Uses multidimensional state-of-the-art databases on large-scale database management systems (DBMS), uses Online Analytical Processing (OLAP) Access Tool, and develops software to satisfy warehousing design objectives, including spatial data modeling, GIS data management, Cloud Optimized Storage (COS), Storage as a Service, Infrastructure as a Service (IAAS) and Data Multi-tenancy. • Analyzes business warehouse requirements. • Proposes solutions and develops applications consistent with design specifications. 	B.A. or B.S. degree.	6 years of general experience, including 3 year of specialized experience analyzing, developing, or enhancing large-scale online database storage systems.

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Database Administrator, Sr.	<ul style="list-style-type: none"> Supervises and manages the daily activities of configuration and operation of business application systems such as NSPIRES, mail, and listserv services. Must be capable of managing the development and sustainment of significant database projects. Advises on database file & table configuration best practices. Must be able to prepare and deliver presentations on DBMS concepts. Optimizes system operation and resource utilization, and performs HSPD-12 system capacity analysis and planning. Supports application developers via load analysis and balancing, backup and recovery of data. Designs database tables, procedures, triggers, and queries. Maintains system and applications back-up capabilities. Identifies and corrects operational database problems. Provides assistance to users in accessing and using business systems. 	B.A. or B.S. degree.	7 years of general experience, including 4 years of experience with DBMS, systems design and analysis, operating system software, and internal and data manipulation language.
Financial Analyst, Jr.	<ul style="list-style-type: none"> Creates vendor IDs for peer reviewers, panelists, and employees. Processes purchase requests, performs data entry into financial and payments systems, maintains check registers. Maintains vendor files, supports development of monthly and periodic invoices. Supports calculation of labor, capital, and related expense budgets. 	B.A. or B.S. degree.	4 years of general experience, including 2 years of specialized experience with budgeting and cost control practices.
Financial Analyst, Sr.	<ul style="list-style-type: none"> Oversees labor and other objects expense accumulation and reporting on contract tasks. Prepares contract summary, close-out on completed tasks. Performs variance analysis and prepares reports in relation to estimated cost of tasks versus actual expenditures. Administer financial control of contracts and subcontracts in the financial system. Prepares invoices for submission to the government. Provides assistance to the business manager in implementing, enhancing and maintaining tools, controls, and processes to ensure appropriate cost justification and approval for information technology spending. 	B.A. or B.S. degree. Accounting background preferred.	6 years of general experience, including 3 years of experience developing, maintaining, analyzing, and reporting on budgets and costs of programs and activities, or implementing and enhancing financial processes and practices.
Help Desk Analyst, Jr.	<ul style="list-style-type: none"> Provides telephone and in-person support to users in the areas of e-mail, standard Windows desktop applications, and contractually-supported information technology applications. Serves as the initial point of contact for troubleshooting network applications, hardware, software, and printer problems. Logs trouble tickets and provides thorough documentation of customer service requests. 	B.A. or B.S. degree.	2 years of relevant experience with customer or Help Desk support.

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Help Desk Analyst, Sr.	<ul style="list-style-type: none"> • Lead advisor and specialist for Help Desk operations. • Evaluates internal and external customer problems and develops customer-sensitive solutions to the most difficult technology-driven or application-specific customer service problems. • Develops and maintains trouble ticket system and oversees entries of junior analysts. • Significant responsibility for reporting on user inquiries. 	B.A. or B.S. degree.	5 years of experience, including 2 years of significant experience with help desks in client/server or other systems environment.
Information Engineer, Sr.	<ul style="list-style-type: none"> • Technical lead for information engineering projects, systems development, enhancement, and sustainment initiatives. • Integrates results of business information planning, business analysis, and requirements analysis into information systems development initiatives. • Develops action plans with milestones for system upgrades. • Technical specialist for system analysis and design, application design and development, documentation maintenance and development from the perspective of HSPD-12 and PIV. • Develops and applies PIV plans and models for use in designing and building integrated, HSPD-12 compliant database management systems. • Verifies that systems initiatives are consistent with NASA policy and practice, cost savings objectives, and open-system architecture objectives. • Performs risk analyses of computer systems and applications during all phases of the system development life cycle. 	B.A. or B.S. degree. Master's degree preferred.	8 years of experience, including 5 years of specialized experience achieving business process improvements within system development projects.
Information Technology Manager	<ul style="list-style-type: none"> • Manages strategic, tactical, and daily performance of contract's information technology staff. • Responsible and accountable for development, sustainment, evolution, and operations of contract's information technology program, systems, networks, hardware, software, and security, including system availability and reliability. • Manages risk and operates a risk management program. • Experience may include leading professionals involved in analyzing, designing, integrating, testing, documenting, extending, and implementing systems, particularly as they relate to the requirements of the solicitation and the peer review life cycle. • Manages projects that involve teams of data processing and other information systems and management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing operating and application systems. • Presents system designs for user approval at formal reviews. • Reports on performance of information technology program to contract's internal and government stakeholders. • Identifies and resolves problems within assigned scope of responsibility. 	B.A. or B.S degree. Master's degree in MIS or related discipline preferred.	12 years of experience, including at least 8 years of information system management experience. Demonstrable experience preferred directing system and application development initiatives and projects.

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Information Technology Operations Supervisor	<ul style="list-style-type: none"> Responsible for the planning, allocation, and daily supervision of the contract's information technology staff and activities. Responsible for the ongoing delivery of application system lifecycle support, including configuration management, maintenance, administration, testing, quality assurance, sustainability, and availability of systems and components, including hardware, software, security, and network components. Oversees an ongoing software development and test program. Interprets software test results, recommends and supports solutions for unsatisfactory test results. Must be able to achieve solutions to identified software problems. 	B.A. or B.S. degree. Professional certification preferred.	7 years of supervisory experience with systems operations, including at least 3 years of software development and management experience.
Internet/Intranet Specialist	<ul style="list-style-type: none"> Performs system analysis and design techniques for internet or intranet development and distribution to remote sites using various technologies, such as Hypertext Markup Language (HTML), Hypertext Transfer Protocol (HTTP), Extensible Markup Language (XML), Internet Protocol version 6 (IPv6), Simple Object Access Protocol (SOAP), Representational State Transfer (REST), Web Services Description Language (WSDL), Universal Description, Discovery and Integration (UDDI), Web Services Security (WS-Security) standards, FrontPage, Safari, Internet Explorer, iPhone Software Development Kit (SDK) and Netscape. Constructs sound, logical business improvement opportunities consistent with NASA policy and practice, cost savings objectives, and open system architecture objectives. 	B.A. or B.S. degree.	6 years of experience, including 4 years of specialized experience with internet or intranet development technologies.
Logistics Analyst, Jr.	<ul style="list-style-type: none"> Delivers logistics support and travel services to support small to moderate-size peer review meetings and other events. Supports project managers and senior logistics analysts with site selection for events. Arranges for transportation and ticketing for travelers. Arranges for per diem expense provisioning, honoraria for panelists and reviewers, along with subsequent reimbursements. Demonstrated high-quality interpersonal skills and a capacity for customer care. Serves as point of contact for event participants and provides on-site support during events. 	High School Diploma or G.E.D.	2 years of meeting and conference planning experience.

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Logistics Analyst, Sr.	<ul style="list-style-type: none"> • Determines requirements and delivers logistics for peer review meetings and other events, including events for large groups of up to 150 people. • Coordinates site selection for events. • Arranges for transportation and ticketing for travelers. • Arranges for per diem expense provisioning, honoraria for panelists and reviewers, along with subsequent reimbursements. • Significant experience with unusual or challenging logistics problems. • Demonstrated experience collaborating with contract managers and other stakeholders to achieve customer satisfaction. • Serves as point of contact for event participants and provides on-site support during events. 	High School Diploma or G.E.D.	4 years of meeting and conference planning and support experience.
Logistics Manager	<ul style="list-style-type: none"> • Defines, maintains, and administers a logistics program consisting of policies, procedures, and controls that conform to FTR and other applicable Federal laws, regulations, NASA policies and practices. • Scope of responsibility includes support for customer workshops and meetings in relation to event planning, transportation and ticketing service operations, honoraria provisioning, and traveler reimbursement. • Supervises a team of logistics analysts. • Plans and allocates logistics analyst support requirements for peer review meetings and other events. • Works with contract's project managers to assure that logistics services are allocated economically and efficiently to contractually supported tasks. 	B.S./B.A. degree or related experience	7 years of logistics management experience, including 3-5 years of supervisory experience.
Network Architect	<ul style="list-style-type: none"> • Has broad, high-level knowledge of telecommunications, SOA and Cloud Computing network architectures for Government applications. Possesses the capability to direct, design, or develop network architecture plans, implementation or cutover plans, integration plans, or interoperability plans based on different telecommunications and business environments. Has the ability to use experience and technical judgment to reach conclusions in the face of limited and/or uncertain data. Technical expert who performs advice regarding network architecture planning. 	Doctorate in Computer Science, Electrical or Electronics Engineering, Information Systems, (or equivalent) preferred.	5-7 years of work experience in network design and consulting.
Office Manager	<ul style="list-style-type: none"> • Maintains and administers contractor-controlled facilities, office and administrative operations, office furnishings and equipment; phone, fax, and copier equipment and services. • Administers health & safety program operations within contractor-controlled facilities. • Supports employee on-boarding and departures and provides related support for human resource programs and activities. 	High School Diploma or G.E.D. Associate's degree preferred.	8 years of experience, including 4 years of experience managing office and facility operations characterized by high foot-traffic and controlled-access.

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Program Manager	<ul style="list-style-type: none"> • Performs day-to-day management of overall contract, contract personnel, and/or significant studies and evaluations of unusual complexity. • Responsible for delivery of peer review support services, information technology delivery, and for providing an integrated, seamless product to the government. • Organizes, directs, and coordinates the planning and production of all contract support activities. • Demonstrates significant written and oral communication skills. • Establishes and maintains a communications program with government stakeholders. • Reports to government stakeholders about progress and performance. • Resolves problems identified by government stakeholders. • Establishes and alters (as necessary) corporate management structure maintain and sustain effective and economical results to government stakeholders. 	B.A. or B.S. degree. Master's degree or professional credential preferred.	12 years of experience, including at least 8 years of program and project management in support of activities characterized by multi-channel communications and diverse customer communities.
Project Control Specialist	<ul style="list-style-type: none"> • Performs integrated configuration and change control for projects and activities under the contract. • Prepares schedule documents. • Supports project managers and task leads in tracking and reporting progress of task activities, resource consumption, labor allocations relative to estimated labor. • Monitors and reports on progress relative to action plans and milestones, solicitation and peer review tasks, or information technology projects, subprojects, and activities. • Supports program reviews of assigned tasks and activities. 	Associate's Degree.	3 years of relevant experience with relevant configuration and change control or related work.

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Project Manager	<ul style="list-style-type: none"> Identifies and defines peer review and other task requirements, typically in collaboration with and in response to the requirements of government program managers. Proposes solicitation and peer review support task requirements, estimates contractor resource requirements. Allocates and manages human capital and other resources assigned to tasks. Directs and integrates the activities of multi-disciplinary teams including solicitation specialists, logistics specialists, support scientists and other contractor personnel to achieve the objectives and deliverable requirements of contract tasks, including, but not limited to the objectives of effective solicitation announcement and panel meeting operation. Accountable for effective and on-time planning, conduct, and close-out of tasks, panels, and meetings within the scope of assigned tasks. Oversees Solicitation Specialists and other support personnel during the execution of panel events and meetings. Accountable for successful panel events. Manages the definition, development, compilation, and delivery of proposal information to NASA Program Managers based on particular solicitation requirements, panel needs, and HQ program manager requirements. Monitors resource expenditures and performance of tasks within scope of responsibility. Reports on technical and resources performance of tasks and responsible for problem-resolution in order to meet task objectives and commitments. 	B.A. or B.S. degree. Master's degree or professional credential preferred.	10 years of project management experience, including demonstrated supervisory experience and or experience with data analytics and presentation.
Quality Assurance Specialist	<ul style="list-style-type: none"> Responsible for the delivery of quality throughout an information technology project's development or sustainment life cycle. Establishes and maintains processes and practices for evaluating projects during the life cycle. Determines and advises on the resources required for quality control on behalf of assigned projects and activities. Organizes and supports quality assurance reviews at pre-determined points throughout the life cycle. Reviews program documentation to assure government standards and requirements are adhered to, and for progress in accordance with schedules. Coordinates with project managers to ensure that problems and deficiencies are addressed. Makes recommendations to facilitate approval of major systems installations. Prepares milestone status reports and presentations to support the quality assurance program objectives. 	B.A. or B.S. degree.	4 years of general QA experience and 2 years specialized experience with quality auditing or related work.
Solicitation Specialist, Jr.	<ul style="list-style-type: none"> Supports daily activities and service delivery on behalf of solicitation and peer review tasks and activities. Monitors and reports on progress relative to task deliverables and schedules. Generates status reports by request. Supports contract's senior project managers and task leads. 	High School Diploma or G.E.D.	3 years of work experience with business process support.

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Solicitation Specialist, Sr.	<ul style="list-style-type: none"> • Works in conjunction with HQ Program Manager to assist in proposal review. • Provides the solicitation and proposal data in required formats. • Helps organize panels and sub-panels; ensures that venue and IT needs are met. • Interface with panelists and reviewers for review, travel and remote communications. • Takes notes of general panel proceedings as requested. • Responsible for leading and performing support activities related to the development and administration of solicitations and proposals. • Monitors and reports to the Project Manager about the progress of activities relative to solicitation deadlines and is responsible for identifying and reporting to the Project Manager about significant slippages, delays, or impediments. • Ensures conformance to specified quality standards. • Supports the Project Manager in developing and producing proposal information, related summary statistics and analytics. 	Minimum of an Associate's degree; B.A. or B.S. Degree Preferred	3 years of progressively more responsible experience with business process support. Demonstrated competence with workplace desktop applications such as MS Office suite.
Support Scientist	<ul style="list-style-type: none"> • Responsible for the planning, organization, performance, and results of the technical aspects of solicitation and peer review support during the life cycle of a task. • Identifies candidates to serve as panel chairs, panelists, and reviewers. • Supports the recruitment of and communication with panel and reviewer candidates endorsed by the government. • Administers mail reviews. • Administers conflict of interest (COI) processes and procedures, and assures that contract task activities and support comply with COI policies and practices. • Advises government stakeholders about panel operations, progress, technical results, and assures that panel proceedings comply with established NASA science or technical protocols and policies. Supports conflict resolution as required to support panel chairs and other stakeholders. • Accountable to the Project Manager for the capture and compilation of technical actions derived from panel and review decisions. • Performs other activities as assigned to assure and achieve customer satisfaction with contract's technical performance in relation to solicitation and peer review. 	Master's required. Doctorate strongly preferred.	10 years of work experience in scientific or technical field.
Systems Architect	<ul style="list-style-type: none"> • Senior scientist who independently performs a variety of system design tasks which are broad in nature and are concerned with design and implementation of significant systems development and integration, including hardware, software, and support facilities and/or equipment. Supervises team of Sr. Systems Engineers, Network Engineers, Sr. Network Engineers, and Network Engineers through project completion and is considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking. 	Master's degree.	5-7 years of work experience in systems architectural design and consulting.

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Systems/Network Administrator	<ul style="list-style-type: none"> • Supports daily activities associated with operation and sustainment of information technology systems and applications supported by the contract, such as solicitation and peer review support systems, mail, and listserv services. • Supports system operation and monitors system performance for anomalies and problems. • Facilitates system and applications back-up. • Provides assistance to users in accessing and using business systems. • Administers and provisions user application accounts and provides for user system access. 	B.A. or B.S. degree.	5 years of general experience, including 2 years of specialized experience working with application systems, mail, and listserv services.
Technical Writer/Editor	<ul style="list-style-type: none"> • Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. • Translates technical information into clear, readable documents to be used by technical and nontechnical personnel. 	Associate's Degree in a relevant field.	4 years of experience in technical writing and documentation.
Web Developer	<ul style="list-style-type: none"> • Creates and maintains web pages, common gateway interface and client-site scripts. • Generates web-based reports in response to client inquiries and information needs. 	B.A. or B.S. degree.	4 years of experience, including 2 years of specialized experience with Cold Fusion, Java, Javascript.